# Ministry of Social Development logo

# Tiered Accreditation Assessor

# Social Services Accreditation

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

The Junior Accreditation Assessor/ Accreditation Assessor/ Senior Accreditation Assessor is a tiered position that is responsible for ensuring the accreditation process aligns with best practice and meets the Ministry requirements. The position is responsible for completing assessments on social service providers to determine whether they are delivering safe, quality services.

The position supports the Accreditation Manager by providing quality assurance and risk management functions. This includes providing solutions within an agreed nationally consistent accreditation framework which contributes to effective service Delivery

In addition the Senior Accreditation Assessor will:

* Be responsible for supporting the Accreditation Manager in the provision of quality assurance and risk management functions involving service and community providers funded by the Ministry
* Coach/mentor other Assessors across the team
* Be expected to carry a portfolio

### Location

Regional

### Reports to

Accreditation Manager

## Key responsibilities

### Accreditation Process

Junior Accreditation Assessor will:

* Ensure accreditation processes align with best practice and meets the Ministry’s requirements
* Contribute to assessments/reviews and ensure the accreditation is completed annually
* Support the accreditation process, the accreditation lifecycle and provider related issues

In addition the Accreditation Assessor will:

• Deliver completed accreditation assessments on social service providers in order to determine whether they are delivering safe and quality services

• Provide solutions within an agreed nationally consistent accreditation framework which contributes to effective service delivery

• Apply technical skills and knowledge to accreditation assessments to ensure the right outcome is achieved

In addition the Senior Accreditation Assessor will:

• Provide leadership over a portfolio of providers, in particular to those requiring a high level of technical knowledge and skills

• Provide assessment of complex provider portfolios (generally those requiring a higher level of accreditation)

• Support the Accreditation Manager in the delivery of quality assurance and risk management functions involving service and community providers funded by the Ministry

• Provide suggestions and alternative perspectives on accreditation services and issues work

### Planning and Decision Making

Junior Accreditation Assessor will:

• Review and adjust priorities as circumstances change to ensure priority tasks are achieved

• Take responsibility for making things happen within own area of control and monitor progress against targets

• Track progress against expectations in order to make adjustments to performance

In addition, the Accreditation Assessor will:

• Manage resources so that priority tasks are achieved

• Systematically collate information from a wide range of sources and assess its relevance

• Use several analytical techniques to break apart complex situations or problems to reach a solution

• Ensure the procedures for gathering information are effective and efficient

• Establish channels and systems for gathering up-to-date information (e.g. networking and informal meetings)

• Identify a number of solutions and weigh the value of each to improve results

In addition the Senior Accreditation Assessor will:

• Complete reports and provide feedback to the Accreditation Manager to facilitate any planning or practice changes required

• Support the Accreditation Manager to implement new and existing Accreditation functions

• Complete administration tasks as identified by the Accreditation Manager

**Risk and Issue management**

Junior Accreditation Assessor will:

• Identify and manage organisational risks within SSA’s risk framework

In addition the Accreditation Assessor will:

• Take personal responsibility for correcting client service problems and/or “championing” client issues

• Approach issues or disagreements with the objective of reaching desired solutions

In addition, the Senior Accreditation Assessor will:

* Review assessment reports, audit work books and quality assurance risk assessments, and provide feedback and advice to Accreditation Manager
* Lead investigations when there is evidence of provider organisations not meeting standards, or where there are complaints, including providers in other regions
* Provide analysis and advice to the Accreditation Manager as requested on emerging social service’s needs, issues and risks at local and regional level and ensure all activities are managed to mitigate risk and resolve issues at the earliest opportunity
* Support the Accreditation Manager to Provide feedback to Assessors based on reviewed work to promote continuous improvement
* Support the Accreditation Manager to ensure that all audit and quality assurance standards are met and maintained

**Relationship Management**

Junior Accreditation Assessor will:

* Actively seek opportunities to contribute to positive outcomes for clients, stakeholders and colleagues

In addition, the Accreditation Assessor will:

* Build strong internal and external relationships that support the achievement of SSA goals, and key MSD outcomes
* Deliver superior service to clients
* Understand, empathise with, and identify needs, concerns and priorities of clients
* Establish credibility, earn respect and influence others on the basis of technical knowledge

In addition, the Senior Accreditation Assessor will:

* Develop, maintain and promote relationships across the Ministry and with community partners and key government agencies, represent the accreditation team, and provide support to others as required
* Operate in accordance with approved SSA Stakeholder Matrix
* Support the development of excellent working relations with Contracting Agencies key staff

**Māori capability and responsiveness**

All Levels

* Provide a culturally responsive service to providers
* Work in partnership with iwi – Pan Maori as appropriate
* Contribute to the promotion of the principles of Treaty of Waitangi

**Teamwork**

All Levels

* Contribute positively by actively sharing information and listening and accepting others' points of view
* Share the workload with others and contribute by being prepared and completing assigned tasks

In addition, the Senior Accreditation Assessor will:

* Provide coaching/mentoring to Junior Accreditation Assessors and Accreditation Assessors, as delegated by the Accreditation Manager
* Work alongside the Accreditation manager to provide professional guidance to team members through the promotion and continuous improvement of best practice to ensure the quality and integrity of accreditation functions

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

**Junior Accreditation Assessor:**

* A relevant tertiary qualification is desirable, preferably including subjects that required critical and analytical thinking, and developed communication skills. Significant relevant work experience may be considered as an alternate
* Demonstrated ability to work in collaborative peer and other stakeholder relationships
* Knowledge of relevant legislation within which the Ministry is required to work
* Competent computer and keyboard skills including Word, Excel, database management
* Demonstrated understanding of tikanga Māori

**Accreditation Assessors will also have:**

* An understanding of the NGO sector and its interface with government agencies
* An understanding of what constitutes “product quality” within social service programmes
* Knowledge of standards-based and systems based quality assurance processes
* Experience in the use of quality assurance practices to evaluate an organisation’s performance against goals and value/quality
* Demonstrated ability to improve activities and results, and contributes to their development and implementation

**Senior Accreditation Assessors will also have:**

* Proven successful experience and knowledge of standards and systems based quality assurance processes
* Demonstrated ability to establish professional credibility with co-workers and senior staff for the purpose of leading and contributing to best practice service delivery outcomes and reforms
* Proven experience in delivery of high quality advice, coaching and professional development activities to co-workers
* An understanding of what constitutes quality and effectiveness within social services and their governing bodies
* Proven experience in establishing and maintaining collaborative peer and other stakeholder relationships including an ability to contribute effectively to complex, multi stakeholder relationships
* An understanding of the governance arrangements and public sector context within which the Ministry works and applies it to judgement and decision making

## Attributes

**Junior Accreditation Assessor:**

* An ability to collaborate with others, across the spectrum of Ministerial functions, to achieve mutually agreed goals
* Strengths in critical thinking, and research/data retrieval
* An ability to self-manage in the face of rapidly changing business priorities
* An ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Maori and other cultural groups
* Maintain a positive outlook and shows flexibility to new approaches and ideas
* Is willing to learn from others at all levels
* Strong client focus
* Business acumen

**Accreditation Assessors will also have**

* Planning and project management skills (including systems management).
* An ability to influence action in areas for which they have responsibility but not line management authority.
* Strong written and oral communication skills and is able to adapts communication content according to the audience High levels of initiative and follow through to task completion.

**Senior Assessors will also have**

* Strong partnership and relationship building skills
* Strong problem solving skills with an ability to make decisions with limited information
* Exercises sound judgement and political sensitivity
* Effective communication skills – both written and oral
* Flexible, adaptable and pragmatic
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Strength in critical thinking, analysis and report writing
* The ability to manage sensitive and confidential information in an appropriate manner
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

**Internal**

* Accreditation Manager
* National Accreditation Manager
* Social Services Accreditation teams
* Funding and contracting staff across agencies

**External**

* Existing social services, authorities/boards and potential new providers
* Iwi and Maori organisations, Pacific peoples groups, migrant and refugee support organisations and other non-Government organisations and voluntary agencies

## Other

### Delegations

* Financial No
* Human Resources No

### Direct reports – No

### Security clearance – No

### Children’s worker - No

Limited adhoc travel may be required